

MISSISSIPPI DIVISION OF MEDICAID

Eligibility Policy and Procedures Manual

CHAPTER 101 – Application and Redetermination Processes

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101.07.08 **INFORMATION REQUESTS**

❖ **Families, Children and CHIP Programs**

When an interview appointment is needed for the FCC applicant, it will be scheduled within 10 days of the application date using the DOM 307, Request for Information. In addition, general information needed to complete the application process will be requested on the appointment notice.

If additional information is identified at the interview or the applicant needs additional time to provide some or all of the information previously requested, a second 307 will be issued for the information to be provided.

101.07.08A **REQUEST FOR ADDITIONAL TIME**

If an FCC applicant subsequently contacts the agency to request additional time to provide verifications, the specialist will explain the information that is still needed and inform the applicant they have the remainder of the 30-day processing period to provide the information. The specialist will verbally provide the final due date for the information, which is the 30th day following the application date.

If the FCC applicant needs assistance in obtaining information, the specialist will assist in any way possible. However, if the applicant has not fully complied by the end of the 30-day period, the application must be denied because required verifications were not provided.

101.07.08B **FAILURE TO PROVIDE REQUESTED INFORMATION**

❖ **Families, Children and CHIP Programs**

When the FCC applicant is issued a DOM 307, but fails to fully comply, the application will be held until the 15th day following the application date **or** until the request period on the most recent DOM 307 has expired, whichever is later. The application will then be denied, provided the applicant has not contacted the agency to request additional time.

To summarize, the specialist will take the later of the following actions:

- Hold the FCC application until the 15th day following the application date; and then deny if the applicant has not contacted the agency to request additional time; or

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FAILURE TO PROVIDE REQUESTED INFORMATION (Continued)

Families, Children and CHIP Programs

- Hold the FCC application until the request period on the most recent 307 has expired and then deny if the applicant has not contacted the agency to request additional time.

The MEDSX denial notice must be documented using the “Message to be Included in Notice” section to advise the applicant of the specific information that is the basis for the denial. In addition, the case must be appropriately documented to support all of the actions taken.

101.07.08C COMPLIANCE AFTER DENIAL

If any FCC applicant subsequently provides all documentary evidence needed to complete the application after denial of the application, but prior to or on the 30th day following the application date, the specialist will re-register the application in MEDSX using the original application date and process the case based on the most recent application form. There is no requirement to re-interview the applicant or obtain an updated signature on the application form. However, if the information needed to complete the application has not been provided by the 30th day as discussed above, a reapplication is required.

NOTE: If the application is denied because the client did not appear for the interview, the above procedures are not applicable and a reapplication is required.